

The Clipper visits Duxbury Postmaster Karen Marques

Safety and reliable service are top priorities

BY MARY MCKENZIE

CLIPPER REPORTER

Duxbury's main post office on Depot Street has a new face at the helm – Postmaster Karen Marques. A 33-year veteran of the post office, Marques grew up in Dorchester and Quincy and has worked all over the Boston area as well as in Cambridge, Quincy, Milton and East Weymouth.

Her first position as a postmaster was in Scituate, where she lives today. A mother of four grown children, Marques enjoys working in Duxbury, and finds “its history and charm unique.” Between the Hall's Corner post office and the smaller post office in Snug Harbor, Marques works with 25 postal employees, two of whom are from Duxbury and the rest from surrounding South Shore towns.

History and charm aside, the work between the two Duxbury post office sites is consistently fast-paced. At both the Hall's Corner and Snug Harbor locations, post office workers sort and deliver an average of 900 packages and about 18,000 letters a day.

On any given weekday, ten people are delivering mail along rural routes in Duxbury. There are three employees in the main office for retail service and one in Snug Harbor. The remainder of employees work in the back office, processing mail and loading and unloading mail and packages.

In addition to receiving and delivering mail and packages, Duxbury's post office is also a processing center for U.S. passports. On a weekly basis, the office processes about 50 passports, roughly 2,800 a year.

In Marques' job, the biggest daily problem for postal service employees is making sure the mail gets to where it's supposed to go, securely and safely.

“It's about making sure all the mail that comes into the building is sorted to the route for delivery and delivered to the correct address along with incoming mail that it is dispatched properly, so that it does not get delayed,” said Marques. “As the Postmaster, one of my biggest concerns is the safety of my employees, because without their efforts each day, the Duxbury residents would not receive the best service that they have come to expect from their local post office.”

Marques works daily with customer service supervisor Robert Strand at the Hall's Corner location.

Strand, a 38-year veteran of the post office, lives in Duxbury with his wife, a postal clerk in Marshfield, and their three children.

Strand previously worked in Boston and Brockton and has been with Duxbury post office since 2002.

Strand said his priority is the same as Marques: safety.

“Our number one operational goal everyday is customer and carrier safety,” Strand said.

Snug Harbor may be the smaller sister site to the Halls' Corner site, but don't let the size fool you. It's busy.

“Our Snug Harbor customers come in daily to pick up their mail, so the traffic is consistent,” said Marques.

Despite consistently floating rumors that the Snug Harbor site would be closed, Marques said there are no plans to do so.



Duxbury Postmaster Karen Marques and customer service supervisor and Duxbury resident Robert Strand at the Hall's Corner post office.